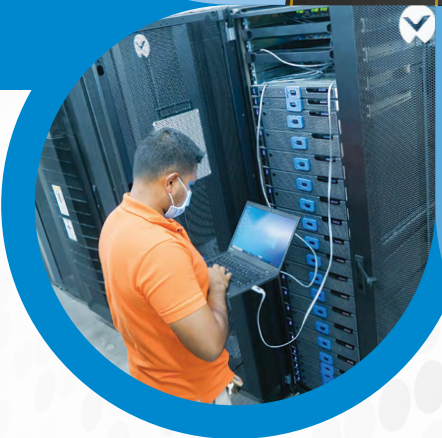




ICT Investment Portfolio





Hon. Brig. (Ret'd) Mark Phillips, Prime Minister

Guyana's ICT Sector

The overall vision is a knowledge-based society, which is globally competitive and productive, and giving rise to the strategic placement of Guyana as a premier ICT hub in the region.

- Liberalized telecommunications sector.
- Overall literacy of 85.6% and a youth literacy rate of 94.4%;
- Massive job creation anticipated for 2023.
- ICT will bridge the divide between the Hinterland and Coastland with the Hinterland Poor and Remote Communities Project.
- The digital divide is being connected through Both infrastructure and services to citizens of the country.
- In 2022, Guyana moved from low to high in the United Nations' E-Government Development Index (EGDI) among 138 member states.
- Reporter Link Research estimated 47.21% of Guyanese in 2026 will be using the internet in Guyana.
- The 115 km of fibre cable network expansion has begun, with completion anticipated in 2023
- The deployment of Very Small Aperture Terminal (VSAT) equipment is now providing over 60,000 residents in 161 hinterland communities with internet service.
- 200 communities and almost 100,000 residents will benefit from the Hinterland Poor Remote Communities (HPRC) internet connectivity project when it is rolled out within the first quarter of 2023.
- The 2023 Budget has set aside \$500 million to pay for these activities.
- The ICT Industry comprises telecommunications operators, internet service providers, telemarketing call centres, inbound customer support, voice mail transcription, medical records transcription, and data warehousing & operators, broadcast institutions, ICT education providers, internet cafés, etc.
- Mobile Operators in Guyana: Digicel & Guyana Telephone and Telegraph
- The ICT sector is under the oversight of the Office of the Prime Minister

ICT Overall Strategy

The government will implement measures to

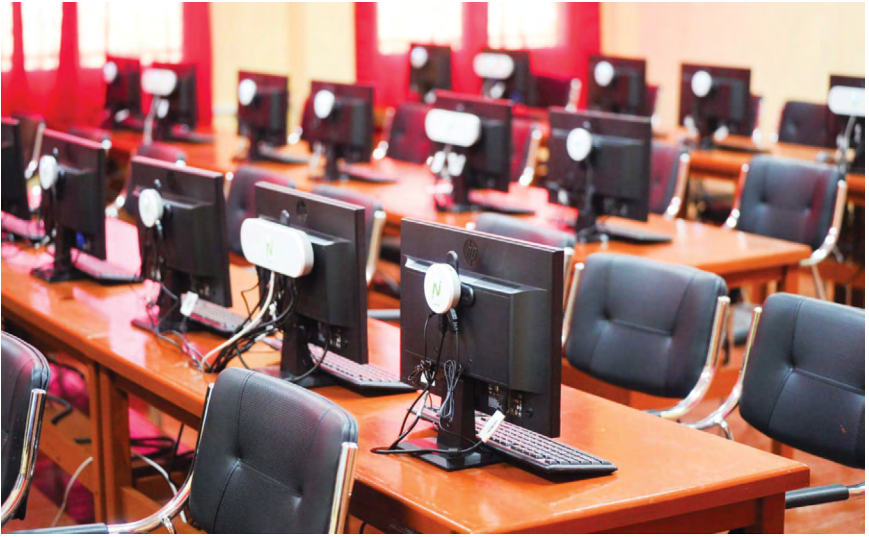
Increase access to cheaper data and bandwidth by:

- Allowing more fibre optic cables to terminate in Guyana
- Invest in ICT hotspots and hubs in the hinterland communities
- Scaling up state-sponsored efforts to provide countrywide cover with fibre optic cables and other wireless options to ensure subsidized access to poor and remote households.
- Removal of VAT on cell phones and data
- Look to implement 4G and 5G technology



Increase ICT literacy by:

- Providing schools with appropriate equipment and software
- Reforming school curricula for the development of ICT proficiencies
- Providing incentives for training in ICT.
- Providing training programmes ranging from beginner, intermediate and advance levels across the country.
- These training programmes have seen the formation of a pool of individuals who can support investment opportunities in Software Development, BPOs, Data Processing Services, Telecommunications Services, Utility Computing Services, Software Engineering, Online Education, among other things.
- Establish a Training of Trainers (ToT) program for Remote and Riverain Communities for the Hinterland Ares.
- Establishing an international Institute of Technology in Guyana.
- Promote E-Governance, which will improve the productivity of business and delivery of government services through the introduction of E-health, E-education, E-security, E-agriculture, electronic permit and license processing, etc.



- Expansion of Online services includes supporting women and youth entrepreneurship and capacity building for enhanced cross-sector business and employment readiness growth, pension and other access for seniors, telemedicine services for indigenous communities across the hinterland, legal services, children and domestic violence protection services, legislative and law enforcement information and services.
- ICT as an enabler for jobs creation.
- Creation of small and medium-size ICT enterprises and entrepreneurial ventures and encourage youths and PWDs to pursue ICT related careers.
- Promote more of the Innovation Camps, ICT Job Board, ICT Job Fairs, Code Sprints, Apprenticeship/Internship Schemes and PWDs accessibility programs.
- Provide industry-related job opportunities such as the new Call Centres in Essequibo and Berbice which will create 2000+ jobs in ICT by 2023.
- The emergence of a number of skilled persons that showed significant interest in Programming/Coding, Software Development and Robotics.

Modernization of Legislation/Policies

- Creating an atmosphere that is conducive to ICT economic growth by devising and implementing related ICT policies
- The Industry and Innovation Unit is currently doing a Data Protection Legislation to be completed in 2022/2023.
- A National ICT Strategic Plan 2030
- Cybercrime Legislation to be completed by 2023
- Data Center Legislation to be completed by 2023

Why Invest?

- Room in ICT driven by oil and gas development.
- Highly developed and diversified human resource base
- An attractive destination for ICT investment based on the country's time zone
- Access to markets regional and international markets
- Attractive demands in ICT Business Incubators in all sectors.
- Investment opportunities in Data Centres
- Need for more Call Centres and BPO operations.
- The goal is to create 25,000 new jobs in 5 years.
- Demand for Computer and Mobile Assembly Factories to create employment.
- Venture Capital/Innovation funds specifically targeted at ICT Business start-ups.
- Demand for E-Tourism (Guyana as a virtual tourist destination)
- Modern Legislation (Data Protection and E-Commerce)
- Development of National E-Commerce Strategy for Guyana

Investment Opportunities

Communications Services

- ▶ **Business Processing Outsourcing (BPO)**
- ▶ Back and front office functions
- ▶ Call Centers
- ▶ Outbound and Sales Telemarketing
- ▶ Inbound Customer Sales Support
- ▶ Voicemail Transcript
- ▶ Medical Records Transcription

Telecommunications Services

- ▶ Voice Telephone Service (Landlines and Cellular Services)
- ▶ Telephony
- ▶ Telex Services
- ▶ Telegraphy Services
- ▶ Facsimile Services

Computer and Information Services

- ▶ **Consultancy Services**
 - Installation of computer hardware
- ▶ **Software Implementation Services**
 - Network Management and Security



- Software Development
- Application Support
- ▶ **Data Processing Services**
 - Web Development
 - Internet Services
- ▶ **Database Services**
 - Data Warehousing

Other Services

- ▶ **Online Education**
 - Training and e-learning
- ▶ **Hardware Retail**
- ▶ **Maintenance**
 - Computer assembly stores/services centres
- ▶ **Other ICT-Enable Services**
 - Insurance Services
 - Financial Services
 - Royalties and License Fees
 - Personal and recreational Services
 - Smart Grids
 - Other Business

Fiscal Incentives

- No VAT on cellphones and data
- No taxation on electricity
- No VAT for Telecommunications Usage.
- Waivers of Duty
- Excise Tax
- Tax Exemptions on ICT Equipment and Machinery including computers and their hardware accessories, integrated circuits, micro assemblies and apparatus.

- Zero-rated of Value-Added-Tax on computers and hardware accessories, routers, switches and hubs for networking computers, toner cartridges and ink cartridges for computer printers.

The following concessions are available to investors (both local and foreign) in the ICT Sector:

▶ **Utilities**

The Government of Guyana will facilitate negotiations with the utility companies (Guyana Power & Light, Guyana Telephone & Telegraph Company and the Guyana Water Authority) for the timely supply of electricity, telecommunications and an adequate water supply to support employees.

▶ **Tax Holiday**

Favourable consideration given for Tax Holiday once requirements are met.

▶ **Licenses**

The Government of Guyana will issue the Company with a VSAT license.

The VSAT License shall be utilized only for the Call Centre activities as described herein and no link outside the business activities of the Call Centre shall be permitted.

Full Waiver of Import Duties and Taxes

- Full waiver of duties and taxes on all imported, machinery, equipment and vehicles, which are deemed essential for the establishment of a Call Centre.
- Full waiver of duties and taxes on all imported materials, parts, components and other inputs required for the establishment of a Call Centre which is not locally manufactured, including cooling equipment and building materials for the operation of the Call Centre.

Training Grant

The Government of Guyana will facilitate discussions with the appropriate international agencies for training grants for the Company.

Work Permits

The government will provide work permits to specialist workers and trainers (up to 10% of total employees) who have to be hired from abroad once they satisfy the criteria for the granting of such status. The company must however put in place a programmer to train local labour to undertake specialized jobs.



190 Camp & Church Streets, Georgetown, Guyana, South America
Tel: +592-225-0658, 227-0653 | Fax: +592 225 0655

✉ invest@guyanainvest.gov.gy

🌐 www.guyanainvest.gov.gy

📘 [guyanainvest](https://www.facebook.com/guyanainvest)

